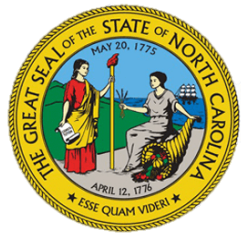


CVMS Provider Portal Viewing Proof of Vaccination User Guide

Version 3

January 14, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at
https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021


3. You will receive an e-mail with your username and temporary password to log into the portal

Table of Contents

	Pages
Proof of Vaccination Overview and Process	4 – 6
Locate Proof of Vaccination	7 - 10
Appendix	11 - 12

Process Overview

Overview



HomeRecipientAppointmentsHelp & Information

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth

YYYY-MM-DD

Email

Search

Please be sure to bookmark this site: <https://uat3-ncdhhs.cs32.force.com/VaccineProvider>

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Jan 15, 21, 03:52 PM	Bob2 Kely2 Dose 2 Scheduled	00110904	Clinic ABC Loc 1

The **COVID-19 Proof of Vaccination** serves as verification of the COVID-19 vaccine dose(s) the recipient has received.

In addition to indicating the number of COVID-19 vaccine doses a recipient has received, it will also indicate the number of doses that may still be required.

This guide is intended for the **Healthcare Location Manager** and **Healthcare Provider** profiles.

Note that recipients may access their Proof of Vaccination in the CVMS Recipient Portal.

Additionally, you will need to:

- Use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers (Internet Explorer or Edge (non-Chromium) will *not* be supported), and
- Log into your CVMS Provider Portal account at <https://covid-vaccine-provider-portal.ncdhhs.gov>

Now, let's get started!

Key Terms



Proof of Vaccination

Proof of Vaccination is a document provided by NC DHHS to confirm that a vaccine recipient has received COVID-19 vaccines.



Number of Doses

Number of doses indicates the number of vaccine doses that an individual has received. For COVID-19 vaccines, the number of doses received by a vaccine recipient could be one or two.

View Proof of Vaccination for a Recipient

After vaccination, how do you locate proof that a recipient has received a COVID-19 vaccination?

Step 1 of 3: Search for the Recipient

To get started, navigate to the **RECIPIENT TAB**

- 1. Click the **RECIPIENT TAB** which is the second tab found in the top navigation bar
- 2. Type your **RECIPIENT’S NAME** in the **SEARCH BAR** and **PRESS ENTER**
- 3. Click your **RECIPIENT’S NAME** from the list to open the recipient’s account

Tasks

Search for recipient by name to open the recipient account page


Tips

Obtain recipient name before searching.

Audience

Healthcare Provider

Healthcare Location Manager



Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex: John Smith) and date of birth.


nicholas

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

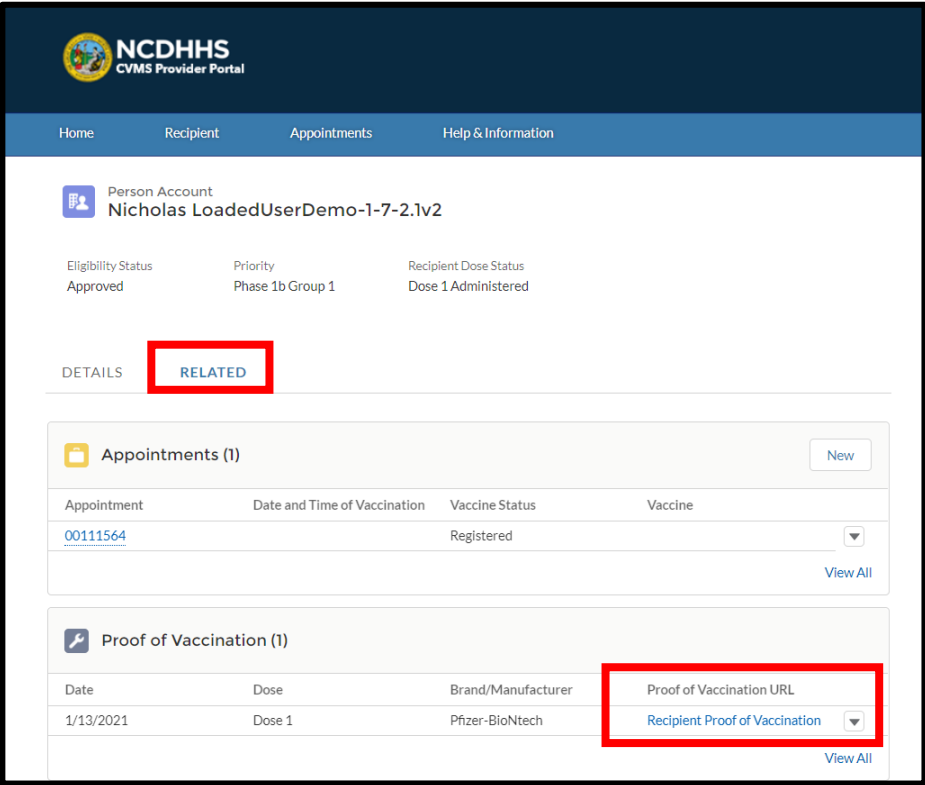
First Name	Last Name	Date of Birth	Gender	Eligibility Status	Priority	Recipient Dose Status	Email
Nicholas	LoadedUserDemo-1-7-2.1...	Dec 17, 1941	Male	Approved	Phase 1b Group 1	Dose 1 Administered	n.i.engebretson@accentur...
Nicholas	TestDemo	Feb 24, 1989	Male	Not Approved	Phase 2 Group 3	Registered	
Nicholas	TestScenario-Phase1b-Gr...	Dec 10, 1943	Male	Approved	Phase 1b Group 1	Dose 2 Scheduled	
Nicholas	TestLoadDemo-1-8	Jan 1, 1940	Male	Approved	Phase 1a	Registered	niengebretson+testloadde...



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

8

Step 2 of 3: Open the Proof of Vaccination



After **CLICKING THE RECIPIENT’S NAME**, their **PERSON ACCOUNT PAGE DISPLAYS**. Information about the recipient appears here.

1. Make sure you are on the **RELATED TAB**
2. To view the proof of vaccination, **NAVIGATE TO THE PROOF OF VACCINATION** and **CLICK RECIPIENT PROOF OF VACCINATION**
3. The **PROOF OF VACCINATION** opens in a **NEW TAB**

Dose indicates if the recipient has received one or two doses of the COVID-19 vaccine.

Note: If the Proof of Vaccination is empty, the recipient has not received any doses of the COVID-19 vaccine.

Tasks

Access proof of vaccination from recipient’s account page

Tips

Locate the Related Tab to view the proof of vaccination.

Audience

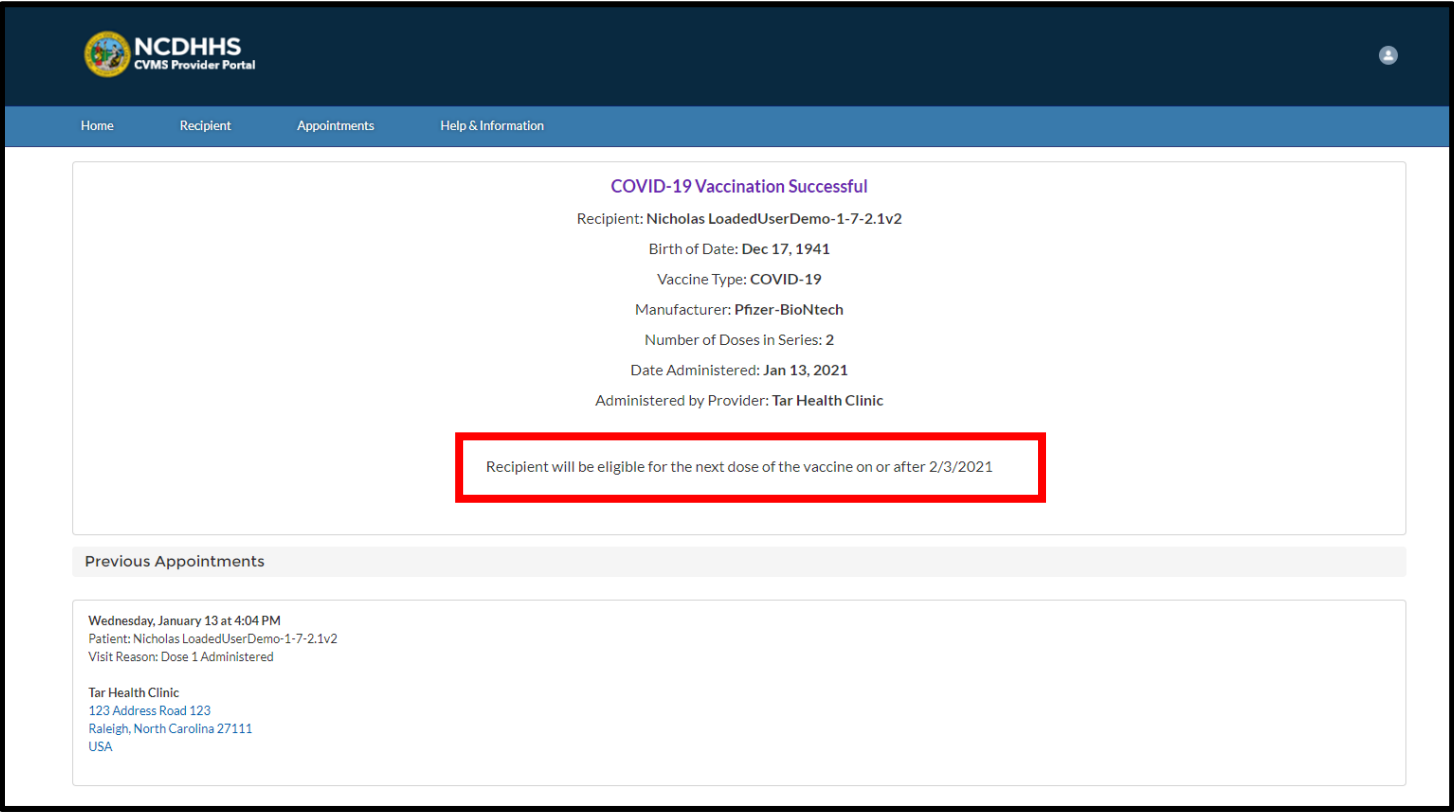
Healthcare Provider

Healthcare Location Manager

Step 3 of 3: View the Proof of Vaccination

After clicking the URL, **PROOF OF VACCINATION** opens in a new tab

- 1. If needed, you may print the Proof of Vaccination using your **BROWSER’S PRINT OPTION**
- 2. Proof of Vaccination indicates if a recipient requires additional doses and when



Tasks

View and print proof of vaccination

Tips

You may print the proof of vaccination using your browser's print option if needed.

Audience






Healthcare Provider

Healthcare Location Manager

Appendix

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more details on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge (non-Chromium) are not supported.

User Guide Change Log

Key Items:

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/10/2020		ALL	Training Team
2	1/10/2021	Removed any mention of the 2 CVMS Help Desk emails. Added Service Now Portal information	1, 2, 12	Courtney Seward
3	1/14/2021	All screenshots have been updated with the correct branding	N/A	Courtney Seward